



# Your Rights & Responsibilities

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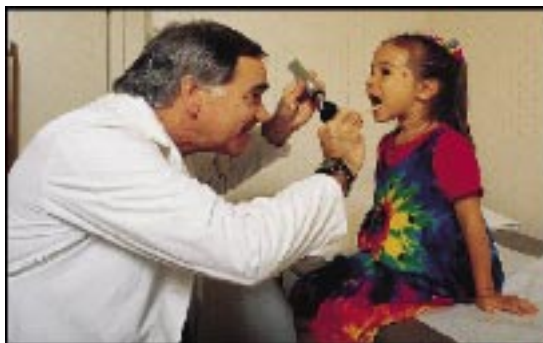
"Your Passport to Quality Health"

Fact Sheet

*The TRICARE program was developed with you in mind. Since your medical needs are unique, we believe it is essential to provide you with many different tools to meet your health care needs. Some of the most exciting TRICARE benefits are presented here to give you an overview of these choices. Of course, with choice comes responsibility. Although your TRICARE benefit is designed to be as convenient and simple as possible, there are a few things you must do to fulfill your side of this health care program. We call this the "TRICARE Partnership."*

## Your TRICARE Rights:

- **World-class health care.**
- A **choice** of two health care plans in Europe: TRICARE Prime, an HMO-style plan, or TRICARE Standard, a fee-for-service plan, with co-pays and deductibles.
- For Prime enrollees, assignment to a **Primary Care Manager** (PCM) who will personally coordinate all of your health care needs.
- **52 TRICARE Service Centers** (TSCs) in Europe, the Azores, and the Middle East staffed with health benefit experts and TRICARE Specialists. Your local TSC staff can help you with all aspects of your TRICARE benefit.
- **Short waiting times.** Access-to-care standards that will ensure your medical needs are met on a timely basis.
- **Lower costs** for TRICARE Prime enrollees. Prime members pay no enrollment fees, cost shares or co-pays for authorized, covered services received from civilian providers.
- **Preferred Provider Networks** (PPN) of host nation providers to supplement routine care at your military treatment facilities (MTF), and for routine and specialty care not available at your MTF. The PPN is available to provide care for beneficiaries who live in areas supported by a military treatment facility.
- **Bilingual Civilian Patient Liaisons**, who can assist you when you or a family member is seen by a host nation provider.
- **Health Enrollment Assessment Review** (HEAR) questionnaires to help evaluate your personal health risks.
- **Free Self-care programs and books** that enable you to take charge of your continued good health.
- A free **Health Care Information Line**®. This toll-free nurse advice line can assist you 7 days per week, 24 hours per



day when you have questions about your health, need some general health care advice, or want some help when making health care decisions. The service is available in all TRICARE Europe countries with a military treatment facility and is available at many of our geographically separated (remote) sites.

- **Customer satisfaction surveys.** These surveys are randomly sent out to patients who recently had appointments in select military clinics. It gives us a way to see what you, our customer, think about the quality and timeliness of the care you receive. We use the results of these surveys to better meet your medical needs.

## Your Responsibilities:

- Ensure that you and your family members are enrolled in the **Defense Eligibility Enrollment Reporting System (DEERS)**. It is critical that you keep your DEERS information up-to-date. You can make changes at your local personnel office.
- Ensure your and your family members' **military ID cards** are up-to-date (an expired ID card can drop an individual out of DEERS, potentially resulting in medical claim denials).
- **Read all the TRICARE material** provided to you so you fully understand your benefit and make an informed decision about your family's medical care.
- After you fully understand your choices (remember that your local TSC can help), you must **choose** if you want to enroll your family in **TRICARE Prime or TRICARE Standard**.
- Active duty members are usually enrolled in TRICARE Prime automatically (active duty do not have the option of TRICARE Standard), but mistakes do happen. You **must contact your TRICARE Service Center to make sure you are properly enrolled** in the system.
- **Enroll your Family** in Prime at your servicing TSC; if you wish to elect the TRICARE Standard benefit, please let your servicing TSC know so that they can annotate your record accordingly.
- **Contact your PCM for an authorization whenever you need specialty medical care** (when traveling in the U.S., pre-authorization is *not* required for TRICARE Europe Prime enrollees who are AD family members).
- Complete and return your **HEAR surveys** so that your PCM can develop a comprehensive assessment of your health care needs.
- Complete and return **customer satisfaction surveys** promptly to help us improve our health care system through your comments and suggestions.